Exam : **PL-600**

Title : Microsoft Power Platform Solution Architect

https://www.passcert.com/PL-600.html

1. Topic 1, First Up Consulting

Case study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Background

First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.

First Up has both full-time and part-time employees. The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.

Current environment
Existing systems and processes
- First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
- The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

- Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
- An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's primary recruiter.
- First Up has no current capabilities for forecasting future worker needs based on the data held.

Client company visits

Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.

First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.

Requirements
General
- There is no standardized communication tool across the company, and this causes communication issues between different teams.
- First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.
- Workers must be able to communicate in near real-time with worker support agents.

Client company visits
- Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality.
- Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information.
- The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.
- When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.

Job history information
- The solution must provide a worker appointment booking system that can access worker historical job placement data.
- The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker.
- Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
- Job posting data from previous work engagements must be accessible by the Power Platform solution to

ensure that new job postings are accurate.

- First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Worker access

- The solution must support workers that speak different languages. The solution must provide automatic translation capabilities.
- The solution must support near real-time communications between workers and recruiters.
- Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
- The solution must provide workers a way to search for general information about available positions.
- Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.

Data platform

- Audit teams must have the ability to view worker information on their mobile devices.
- Audit teams must be able to record data during visits to locations where workers are placed.
- The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.

Reporting and analytics

- The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
- Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
- You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.

Security

- Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users.
- Worker records must only be viewed by the recruiting office that the worker visits.
- Worker still records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
- User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
- Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
- Alerts regarding the number of recruited and placed at client companies must be updated as background processes.

Issues

The organization reports the following issues:

- Recruiters report that they cannot see historical job placement data for workers.
- API usage reports show that the number of API calls made exceeds limits. This causes delays saving data.
- Users cannot view Power BI reports within the Power Platform apps.
- Some security clearance information for workers not visible from within the Power Platform solution.
- Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity.
- The testing ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

DRAG DROP
You need to recommend methods for assigning security to each group of users.
What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

Methods

Dataverse Application User
Power Platform Local Business Owner Team
Azure Active Directory B2B Guest Access
Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	Method
Automation	Method
Corporate governance auditing team	Method

Answer:

Methods

Dataverse Application User
Power Platform Local Business Owner Team
Azure Active Directory B2B Guest Access
Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	Power Platform Local Business Owner Team
Automation	Azure Active Directory Security Group Team
Corporate governance auditing team	Azure Active Directory B2B Guest Access

Explanation:
Graphical user interface, application, table
Description automatically generated
Box 1: Power Platform Local Business Owner Team
Owner team: An owner team owns records and has security roles assigned to the team. A user's privileges can come from their individual security roles, those of the teams that they're part of or the ones they inherit. A team has full access rights on the records that the team owns. Team members are added manually to the owner team.
Scenario: Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
Box 2: Azure Active Directory Security Group Team
An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.
Note: The administration of app and data access for Microsoft Dataverse has been extended to allow

administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

2.HOTSPOT

You need to ensure that the solution meets the data security and compliance requirements.

What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

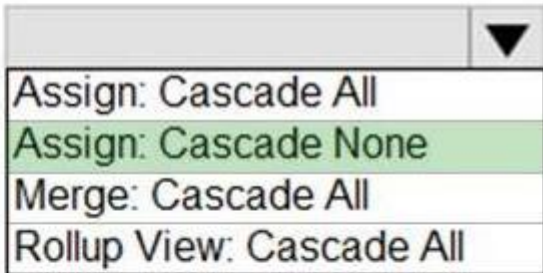| Scenario	Relationship behavior
A worker transfers to a new client company.	Assign: Cascade All / Assign: Cascade None / Merge: Cascade All / Rollup View: Cascade All
A user deletes a worker's job placement history.	Delete: Cascade All / Delete: Remove Link / Delete: Restrict

Answer:

Answer Area

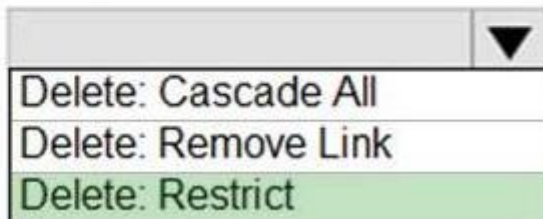| Scenario	Relationship behavior
A worker transfers to a new client company.	▼ Assign: Cascade All **Assign: Cascade None** Merge: Cascade All Rollup View: Cascade All
A user deletes a worker's job placement history.	▼ Delete: Cascade All Delete: Remove Link **Delete: Restrict**

Explanation:

Box 1: Assign: Cascade None

Scenario: Worker still records must be archived after ten years and are then removed from the main system.

Assign: The referenced table record owner is changed.

Cascade None: Do nothing.

3.You need to investigate the canvas app functionality issues.

Which two tools can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. App checker

B. Errors function

C. Solution checker

D. Power Platform admin center

Answer: A,C

Explanation:

Scenario: The testing team reports that one of the canvas apps is not working as expected.

An error message displays as specific pages load.

A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.

C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check

completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

Reference:

https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/

4.DRAG DROP

You need to recommend solutions to meet the organization's communication needs.

What should you recommend? To answer, drag the appropriate technologies to the correct groups of users. Each technology may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

Answer Area

Technologies	Group of users	Technology
Microsoft Teams	First Up employees	
Power Apps portals	Workers	
Microsoft 365 Business Voice		

Answer:

Answer Area

Technologies	Group of users	Technology
Microsoft Teams	First Up employees	Microsoft Teams
Power Apps portals	Workers	Microsoft 365 Business Voice
Microsoft 365 Business Voice		

Explanation:

Box 1: Microsoft Teams

First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.

Microsoft Teams key capabilities:

☞ Connected

☞ Secure

☞ Managed

☞ Collaborative and productive Box 2: Microsoft 365 Business Voice

Workers must be able to communicate in near real-time with worker support agents.

Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.

5.HOTSPOT

You need to recommend methods to resolve the organization's issues.

What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Issue	Resolution method
Users cannot see Power BI reports.	[dropdown] Add users to Microsoft 365. / Assign Power BI licenses to users. / Configure an on-premises data gateway.
Historical data does not appear in reports.	[dropdown] Configure Azure Data Lake. / Configure a custom connector. / Configure an on-premises data gateway.

Answer:

Issue	Resolution method
Users cannot see Power BI reports.	[dropdown] **Add users to Microsoft 365.** / Assign Power BI licenses to users. / Configure an on-premises data gateway.
Historical data does not appear in reports.	[dropdown] Configure Azure Data Lake. / Configure a custom connector. / **Configure an on-premises data gateway.**

Explanation:

Graphical user interface, text, application, chat or text message

Description automatically generated

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

☞ Go to the All or the Datasets + dataflows tab in your content list.

☞ Select More options (...) next to a dataset, then select Manage permissions.

☞ Select Add user.

☞ Enter the full email addresses for individuals, distribution groups, or security groups.

☞ Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information. The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on-premises data in cloud services.

6.You need to recommend a reporting solution for the organization.

Which two options should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. AI Builder

B. SQL Server Reporting Services (SSRS)

C. Dynamics 365

D. Power BI

Answer: B,C

Explanation:

Scenario:

☞ The reporting and analytics team must be able to create reports that include data from all facilities and all workers.

☞ Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.

B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.

C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app

https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866

https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual

7.You need to recommend technology for accessing historical job placement data.

What should you recommend?

A. Power Virtual Agents chatbots

B. Virtual tables

C. Power BI

D. Power Automate flows

Answer: B

Explanation:

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

Scenario:

☞ First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.

☞ The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.

☞ The solution must provide a worker appointment booking system that can access worker historical job placement data.

☞ First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities

8.You need to recommend a solution for handling data entry requirements for the mobile audit teams. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Canvas app within Power Apps Player

B. Canvas app within a browser

C. Dynamics 365 Field Service

D. Dynamics 365 App for Outlook

Answer: A,B

Explanation:

Scenario:

Audit teams must have the ability to view worker information on their mobile devices. Audit teams must be able to record data during visits to locations where workers are placed.

When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.

Reference: https://docs.microsoft.com/en-us/powerapps/user/run-app-browser

9.HOTSPOT

You need to design tables for the solution.

What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Data type	Technical solution
Job placement record	▼
	Custom table
	Activity table
	Virtual table
Security clearance record	▼
	Lookup (N:1)
	Choice
	Lookup (N:N)

Answer:

Data type	Technical solution
Job placement record	▼
	Custom table
	Activity table
	Virtual table
Security clearance record	▼
	Lookup (N:1)
	Choice
	Lookup (N:N)

Explanation:

Graphical user

interface, text, application, chat or text message

Description automatically generated

Box 1: Virtual Table

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

Scenario:

☞ First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.

☞ The company plans to reference historical data in the existing system. The records held in these

systems will not be migrated to the new solution except for medication information.

☞ The solution must provide a worker appointment booking system that can access worker historical job placement data.

☞ First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Box 2: Lookup (N:1)

Each worker can have many security clearances, so need a 1:N relationship.

Scenario: The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.

10.DRAG DROP

You need to recommend the appropriate messaging channel solutions for the organization.

What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

Answer Area

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	
Dynamics 365 Customer Service	Patients	
Omnichannel for Customer Service dashboard		

Answer:

Answer Area

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	Omnichannel for Customer Service dashboard
Dynamics 365 Customer Service	Patients	Dynamics 365 Customer Service
Omnichannel for Customer Service dashboard		

Explanation:

Box 1: Omnichannel for Customer Service dashboard

Scenario: Workers must be able to communicate in near real-time with worker support agents.

The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.

Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service

Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.

11.HOTSPOT

You need to recommend solutions for the organization's technical challenges.

What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Solution
Provide workers a self-service option for viewing personal and skills information.	Power Automate / QnA Maker / Azure Cognitive Services
Authenticate workers who use the self-service option for updating skills information.	Azure Active Directory B2B / Azure Active Directory B2C / Dynamics 365 owner team
Plan routes for audit teams.	Azure traffic routing / Address input component / Dynamics 365 Field Service

Answer:

Requirement	Solution
Provide workers a self-service option for viewing personal and skills information.	**Power Automate** / QnA Maker / Azure Cognitive Services
Authenticate workers who use the self-service option for updating skills information.	**Azure Active Directory B2B** / Azure Active Directory B2C / Dynamics 365 owner team
Plan routes for audit teams.	Azure traffic routing / Address input component / **Dynamics 365 Field Service**

Explanation:

Graphical user interface, text, application, chat or text message

Description automatically generated

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your company's applications and services with guest users from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don't have Azure AD or an IT department. A simple invitation and redemption process lets partners use their own credentials to access your company's resources.

Note, Scenario:

☞ Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.

☞ User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag-and-drop method, a semi-automated scheduling assistant, or fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time.